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Bulletin No. 14-12

P-2349

P-2349 Case Management Procedures for Post-60-Month Cases

A. Pending Reach Up application for those who have received 60 months of countable, cumulative assistance – How to proceed from the initial case management meeting

a. Scheduling individual case management assessment

Within three days of the face-to face eligibility interview, the district schedules an individual case management assessment either by phone or in person, according to district procedures.

b. Applicant does not show for the first meeting with the case manager

1. If the applicant does not call and does not show up, send email to district eligibility management for application to be denied. CATN; or
2. If the applicant calls ahead to reschedule, reschedule the meeting for as soon as administratively possible as long as 30 days have not passed from the date of application, and let participant know that if they have not completed their requirements by 30 days after date of application—or longer if processing date is extended due to department delay or good cause— (give them date) their application will be denied.

c. Applicant is able to work

1. Create FDP in ACCESS and print for applicant to sign.
2. Include CSP, work, and other countable activities (if necessary) to meet the work requirement.
3. Prorate hours for a partial week. *Example: if the applicant's work requirement is 20 hours per week, they must work an average of 4 hours per day. If the first day of CSP is on Thursday, they must complete 8 hours for that week.*
4. Include "return attendance sheets by 8:30 AM Tuesday morning following work week."
5. Schedule CSP for the next working day after the assessment or as soon as administratively possible.

NOTE: If assessment is done via phone, bring FDP and all paperwork (timesheets, worksite agreements, etc. to the first day of CSP placement.)

6. Complete childcare authorization if needed. Authorize childcare for four months from current date.
7. Give the applicant attendance sheets and have them sign FDP either at the face-to-face meeting or the first day at the CSP site if phone assessment. Explain that they must be returned by 8:30 AM each Tuesday in order to get credit for those hours worked. Failure to return time sheets will result in denial of benefits.
8. The applicant must meet their work requirement for two consecutive weeks from the date of initial case management meeting:
 - Schedule maximum number of CSP/work hours available;
 - If more hours are needed to meet the work requirement, use other countable work activities to make up the difference.

9. Enter TODO for case manager/team leader and CATN with the date range that the two weeks of compliance must cover, extending no later than the 30th day after the date of application (unless processing date is extended due to department delay or good cause).
10. After two consecutive weeks of meeting the work requirement, the case manager sends an email to district management team that the application can be approved. Enter CATN.
11. If two weeks of participation (CSP and/or work) has not been completed by the 30th day after the date of application (unless processing date is extended due to department delay or good cause), the application must be denied. Send an email to district management team. Enter CATN.

NOTE: If there is a delay caused by the department in processing the application/scheduling meetings or by the applicant with good cause, the deadline for completing the two weeks may be extended beyond the 30th day.

d. Applicant requests a deferment or case manager determines one is needed (see P-2344 C)

1. Create FDP in ACCESS and print for participant to sign
2. Enter as activity on FDP: "provide verification to determine eligibility for a deferment within 10 days of initial case management meeting."
3. Send self TODO for date deferment paperwork is due, and schedule a meeting with the applicant for that date.
4. If the verification is received, the case manager sends an email to district management team that the benefits can be granted. Enter CATN.
5. If verification has not been received by the 10th day after the FDP was signed and there is no good cause, the grant must be denied. Send an email to district management team that the application must be denied for not complying with requirements. Enter CATN.

B. Ongoing case management for active Reach Up Participant who has received the 60 months of countable, cumulative assistance

a. Time limit reports

1. Each month districts create an ACCESS report of those participants who have received 58 months of countable cumulative assistance by the 16th of the next month.
2. Case managers send participants a 60-month appointment letter.
3. Case managers review case and ensure that non-deferred participants are engaged in a CSP and deferred participants are addressing the reason for their deferment
4. Revise and have participant sign new FDP if necessary.

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b. Attendance and compliance

1. Non-deferred participants must be meeting their work requirement by the end of the first week of their 61st month with CSP, employment, a combination of the two or, when needed other countable work activities.

NOTE: If participant is approaching 60 months and is placed in a Work Experience that will lead to employment by the end of the 61st month, keep placement as is. If it does not lead to employment, move participant to a CSP.

2. Collect and enter attendance sheets weekly (mark them in some way to make them a priority to enter).

NOTE: Verify hours for employed participants according to the current process for participants with less than 60 months of assistance.

3. Enter verified hours, holiday hours, and Excused Absence Hours (if still eligible for them - all of these hours count towards the work requirement)
4. If at any time the work requirement is not being met close the grant by changing the work participation code on the WORK panel to 85. Enter CATN
5. Determine good cause, but do not wait for results of determination to close grant. Consult with team leader:
 - If there is no good cause, the participant is subject to a 2 month break in benefits and the case manager enters code 81 on WORK panel. Case manager enters CATN including name of team leader. Enter case WARN with two month date range of break in benefits.
 - If there is good cause, the grant remains closed and the participant can reapply the day after the date of closure.
6. Participants who have received 60 countable cumulative months of assistance (both deferred and non-deferred) must comply with all other FDP requirements. If the participant is not complying with FDP requirements, determine good cause. Consult with team leader:
 - If there is good cause, grant remains open.
 - If there is no good cause, case manager enters code 83 on the WORK panel to close grant and initiate two month break in benefits. Case manager enters CATN and name of team leader consulted with. Enter case WARN with date range of two month break in benefits.

c. Participant claims a deferment

1. If at any time participant claims a deferment, case manager must verify deferment within 10 days.
2. Case manager enters “verifying deferment” on FDP as a requirement
3. If verification of deferment is not returned and there is no good cause, close grant by entering code 83 on WORK. CATN and put case WARN for date range of 2 month break in benefits.

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4. If verification of deferment does not show that a deferment is needed, participant must begin meeting the work requirement with CSP and/or work immediately. Revise FDP.

C. Fair Hearings

a. Completing the 113

If a participant who has closed due to not meeting post-60 month requirements requests a fairing, case manager is responsible for writing up Fair Hearing and submitting relevant documents according to current Fair Hearing process.

b. Participant requests continuing benefits before date of closure

1. Team leader enters participation code 77 on WORK C to remove penalty and enters CATN and case WARN.
2. Team leader contacts district management team to re-open case and approve eligibility.
3. Team leader informs participant that if the Human Services Board (HSB) rules in favor of the Department, they will need to pay back the benefits.
4. If HSB rules in favor of the Department:
 - Team leader closes case in WORK using code 83. Break in benefits starts the day after closure date. CATN and change case WARN to reflect date range of break in benefits; and
 - Team leader contacts district management team to have eligibility worker or supervisor process Reach Up overpayment.

D. Adding a Second Parent

a. Second parent joins an active household that already has at least 60 countable cumulative months of assistance, or second parent joining the household has at least 60 countable cumulative months of assistance.

1. Add the second parent to the household according to current procedures.
2. Schedule a meeting for second parent with case manager within three business days of reported change.
3. Follow procedures above (P-2349(B)) for ongoing eligibility and case management.